DOCUMENT RESUME

ED 445 047 TM 031 653

AUTHOR	Langdon, Danny
TITLE	Aligning Performance: Improving People, Systems, and Organizations.
ISBN	ISBN-0-7879-4736-9
PUB DATE	2000-00-00
NOTE	284p.
AVAILABLE FROM	Jossey-Bass/Pfeiffer, 350 Sansome Street, 5th Floor, San Francisco, CA 94104-1342 ($44.95). Tel: 415-433-1740; Tel: 800-274-4434 (Toll free); Fax: 415-433-0499; Fax: 800-569-0443; Web site: www.pfeiffer.com.
PUB TYPE	Books (010) -- Guides - Non-Classroom (055)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	*Administration; *Evaluation Methods; Organizational Development; *Performance Based Assessment; Performance Factors; *Standards

ABSTRACT

Performance is the actual work that is done to assure that an organization achieves its mission, and aligning that performance assures that the path to the mission is harmonious. Alignment exists when all people involved understand the dimensions of the work and want to achieve and improve alignment. This book presents the "Language of Work" model and explains how to define performance, develop and implement an improvement plan, and measure and track performance. The chapters are: (1) "Introduction to Performance Alignment in Business"; (2) "The Business Sphere: Where To Apply Performance"; (3) "The Work Behavior of the Business Unit: The 'What' of Business"; (4) "The Work Behavior of Core Processes: The 'How' of Business"; (5) "The Work Behavior of Individuals: Work by Whom?"; (6) "The Work Behavior of Work Groups: The Organization of Work"; (7) "Work Standards: The Excellence of Work"; (8) "Work Support: The Health of Business"; (9) "Human Consonance: Reducing the Interference of the Human Element" and (10) "Achieving Performance Alignment in Business." (Contains 74 figures and 14 references.) (SLD)

Reproductions supplied by EDRS are the best that can be made
from the original document.